

Terms and Conditions

These Terms and Conditions outline the agreement between United Early Intervention Services (“we”, “us”, “our”) and the participant, parent, or guardian (“you”, “your”). By engaging our services, you agree to the following:

1. Services

- We provide early intervention and allied health support in line with the NDIS Code of Conduct and Practice Standards.
- Services will be delivered as outlined in your Service Agreement or support plan.
- We work in partnership with families to set and review goals regularly.

2. Responsibilities of United Early Intervention Services

We agree to:

- Deliver services safely, respectfully, and in a timely manner.
- Protect your privacy and maintain confidentiality in line with our Privacy Policy.
- Provide services that meet professional, ethical, and legal standards.
- Respond promptly to feedback, complaints, or incidents.
- Provide invoices and billing information in line with NDIS requirements.

3. Responsibilities of Participants / Families

You agree to:

- Provide accurate and up-to-date information relevant to service delivery.
- Be respectful to staff, other families, and participants.
- Notify us as early as possible if you cannot attend a scheduled session.
- Provide at least 48 hours’ notice for cancellations, or cancellation fees may apply in line with NDIS guidelines.
- Inform us of any changes to your NDIS plan or funding.

4. Fees and Payments

- Fees are based on current NDIS Price Guide rates (or as outlined in your Service Agreement).
- Invoices will be issued regularly and must be paid within the agreed timeframe.
- Services may be paused if payments are not received.

5. Cancellations

- If you cancel with less than 48 hours' notice, a cancellation fee (up to 100% of the session fee) may be charged.
- If we need to cancel a service, we will notify you as soon as possible and reschedule where appropriate.

6. Consent

- By signing your Service Agreement or engaging our services, you consent to the collection and use of personal information as outlined in our Privacy Statement.
- Additional consent will be requested before sharing information with other providers or agencies.

7. Feedback and Complaints

- We value feedback and encourage you to raise any concerns.
- Complaints can be made directly to us or, if unresolved, to the NDIS Quality and Safeguards Commission.

8. Termination of Services

- Either party may end the Service Agreement by providing 14 days' written notice.
- Services may be ended immediately if there is a serious breach of safety, behaviour, or obligations.


9. Governing Law

These Terms and Conditions are governed by the laws of Victoria, Australia, and the NDIS Code of Conduct.

Contact Us

United Early Intervention Services

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